



Rowan Court **Information for Prospective Tenants**

What is Rowan Court?

Rowan Court is an extra care scheme set up to provide care and housing related support to elderly people experiencing dementia, enabling them to maintain independence in a home of their own. Tenants have their own flats within the scheme and receive personal care from staff according to their needs as specified in their care plan from Hampshire County Council Adult Services. Tenants also receive housing related support from the staff team according to a support plan that is drawn up in discussion with them once they have moved in.

It should be noted, however, that staff do not provide continuous one-to-one care or supervision for any tenants and it is not a secure unit (access to the scheme is controlled but tenants can leave the scheme on their own if assessed as safe to do so).

Applications to live at Rowan Court can only be accepted from prospective tenants who are:

- ✓ Over 65 years of age
- ✓ Registered on the Eastleigh Homechoice Register
- ✓ Live within the Borough Of Eastleigh
- ✓ Are known to the Community Mental Health Team
- ✓ Have a diagnosis of mild dementia
- ✓ Have had their needs assessed by Hampshire County Council Adult Services to make sure the care and housing related support available at Rowan Court is suitable.
- ✓ Have a nominated power of attorney prior to moving to Rowan Court.



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Who is involved?

The landlord of the scheme is **Atlantic Housing Limited** and tenants hold a tenancy and pay rent to them.



Fernhill Care usually provides the domiciliary care, but if you wish you may remain with your existing care provider. All housing related support is provided by Fernhill Care.



The quality of the care provided is regulated and monitored by the Commission for Social Care Inspection.



The Hampshire Supporting People Programme oversees the quality of the housing related support provided.

How can I be considered for the Scheme?

People wishing to live at Rowan Court must be registered on the Eastleigh Homechoice Register.

The necessary Homechoice application forms and guidance notes, plus any general advice about the Homechoice process, are available from:

Housing Services
Eastleigh Borough Council
Civic Offices
Leigh Road
Eastleigh SO50 9YN
Tel: 023 8068 8165



You can also apply on the internet at:

www.eastleigh.gov.uk



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General Enquiries about Rowan Court and its services can also be made by contacting Fernhill Care directly at the scheme on (023) 80267658
Or by e-mail: info@fernhillcare.co.uk

When a housing application is made, the Housing and Community Care Advisor from Eastleigh Borough Council will complete an assessment of needs. In some cases a representative from Fernhill Care will also attend. When a suitable vacancy arises at Rowan Court, your application will be prioritised according to the needs assessment already completed and prioritised alongside other applications for the scheme. If you are successful, a planning meeting is held with yourself, your family, your care manager and your community mental health worker together with the scheme manager to confirm that Rowan Court is the most suitable accommodation available. All prospective tenants are given the opportunity to view the scheme before any final decision regarding moving there is made. If you have waited a long time between applying for the scheme and a vacancy becoming available, your needs may need to be reassessed to ensure that Rowan Court is the right place for you.

One outcome of the planning meeting and needs assessment may be that Rowan Court is not, after all, considered to be an appropriate option. Should this be the case then applicants will be provided with a full written explanation from the Housing and Community Care Advisor.

All applicants registered on the Eastleigh Homechoice Register can also apply for sheltered housing as advertised through the Eastleigh Homechoice scheme, although these schemes will not be specifically designed for people with dementia. Vacancies are advertised so that applicants can choose which properties to apply for. You can also apply for as many properties as you like and there are no penalties for refusing a property offered to you. Please see the booklet 'Eastleigh Homechoice Explained' for information on how the scheme is operated.

Please note – you do not need to complete a property request voucher for vacancies within Rowan Court. These vacancies will only be





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allocated to those registered on the Rowan Court waiting list following the assessment of needs.



How much rent do I need to pay at Rowan Court?



You will be advised of the rent and other costs at the time when an offer of a flat is made to you. However, at the moment the charge is made up of 3 parts.



The first part covers the rent due for the flat.



The second part is the charge made for services provided within the scheme such as lighting and heating of the communal areas and ground maintenance. This charge also covers the provision of one main meal at lunchtime for all tenants 7 days per week.



The third part covers the housing related support provided by the staff. This includes help in setting up your home and tenancy, developing domestic and life skills, advice advocacy or liaison, help in gaining access to other services and help in establishing social contacts and activities. At the moment there is **no charge** for any personal care provided at the scheme. This is currently funded by Hampshire County Council Adult Services. However, it is likely that this will change from April 2006 when Hampshire County Council propose to implement the non-residential charging policy for the extra care schemes within Eastleigh. When charging for personal care is introduced, all tenants will receive a financial assessment and will be advised if they need to make a contribution towards the total cost of their care.



Any charge made will be separate from the rent and service charge and will be paid directly to Hampshire County Council Adult Services.



Assistance available

Tenants can apply for assistance with the rent through housing benefit (subject to eligibility). If you qualify for housing benefit it is possible that the housing related support costs may instead be met (in full or in part) by the Hampshire Supporting People Programme. Even tenants who qualify for full benefits





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towards the rent and support costs must pay the service charge not covered by housing benefit. If you do not qualify for benefits you must meet all the charges yourself.



Will this cover all of my living costs?



The following things are not included in the charges mentioned above and you (or the person who holds Power of Attorney for you) will need to pay for these.



- The electricity supply to your flat.
- The cost of your telephone (if you have one).
- If you are under 75 yrs of age you will need to pay £5 per year for your television licence.
- Food and other living costs.
- Insurance for contents.



Please note, all of the flats at Rowan Court are Council Tax exempt, although you will need to complete a form available from the Housing Benefit Section at Eastleigh Borough Council to register for this.



New tenants must ensure that all meters are read when they move into their new home. If you or your family are not able to do this, please ask a member of staff for assistance.



What about heating?



All flats are heated by gas-fired central heating and the cost of this is included in the weekly charge.





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Who decides on the level of Personal care I will receive?



An assessment of your needs will be made by Hampshire County Council Adult Services before an offer of tenancy is made to ensure Rowan Court is the best place for you. If you move into the scheme, a regular 3 monthly review will be held to ensure the personal care and housing related support provided by the staff is appropriate for your needs. Reviews can be requested at other times if there is a problem or you request it. There may be occasions when the staff at the scheme cannot meet your needs and it may be necessary to try to resolve these in another way. However, any changes to your care plan will be thoroughly discussed with you and your family or representative before changes are made.



What services are provided?



All flats are cleaned once a week. As part of your personal care plan, a weekly laundry service is provided including personal laundry and household items. A main meal is provided each day in the dining room (approximately 12.30) and all tenants are expected to eat in the dining room unless they are unwell or they are away from the scheme for the day. In the event that a tenant is unwell and cannot come to the dining room, their meal will be taken to them in their flat. If a tenant is out the chef will keep a meal back for them, which will be put in the fridge in their flat for the evening. Staff will ensure this is properly reheated.



What care and housing related support is provided?



The aim of the care and housing related support is to enable tenants to live independently.



Housing related support is available to all tenants and everyone receives welfare checks twice a day (in the morning and in the evening). Additional





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housing related support will also be delivered according to your support plan. The staff at the scheme will also carry out personal care to each tenant as detailed in their individual care plan. This may include help with bathing either within the tenants own flat or in one of the assisted bathrooms within the scheme. However, the staff are not allowed to cut toenails, as a qualified chiropodist must do this. Information will be available from the scheme regarding local chiropodists or you may wish to continue to use your own if you have one. Staff at the scheme can assist with the cutting of fingernails unless you have health problems such as diabetes or circulation problems that may be affected by possible cuts to the skin. In the interests of hygiene all tenants must provide their own nail clippers and a nail file if they wish staff to cut their fingernails. It is also the responsibility of the tenant or their relatives to arrange dentist, optician or audiologist (hearing aid) appointments. There will be information at Rowan Court on services available locally, or alternatively you may wish to continue with your current specialist.



The staff at the scheme also do not carry out any shopping for the tenants unless it is part of your care plan and they do not do ironing. Staff are also unable to provide escorts for hospital or other appointments. If you need any nursing care, for example if you have dressings that need to be changed or you require regular injections, this will need to be provided by the District Nurse from your doctors surgery as the staff at Rowan Court are not able to provide nursing care. Your mental health will still need to be monitored by the Community Mental Health Team, although staff will support you in accessing these services.



All flats also have pull cords that can be used to call for help in the case of an emergency. The care team are on site 24 hours a day and are able to respond to genuine care related emergencies outside of your normal care plan hours.



Can I bring my pets with me?

This is at the discretion of the scheme manager. Large pets such as cats or dogs will usually not be allowed, although it may be possible to consider smaller pets such as caged birds.

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Can I remain registered with my own Doctor?

If you move to Rowan Court you will need to advise your Doctor of your change of address. If you have moved some distance it is possible that you may need to register with a local doctor to ensure that you will receive home visits if required. If you move to the scheme, you (or your family) will be responsible for your own medication, and this will be kept in your flat in a lockable medicine cabinet. If you need it, staff can prompt you to take your medication at the correct times. Staff can also arrange for repeat prescriptions to be delivered to the scheme for you. Please note that staff can only follow the advice of doctors and cannot change or increase medication without instructions from a qualified medical practitioner. Staff will call a doctor for you if you are not well and let your family know. If you move to Rowan Court you will **also** need to advise the Community Mental Health Team you are registered with of your new address to ensure their records are kept up to date. They may need to transfer your care to the Eastleigh Community Mental Health Team at Newtown House. This may mean you will see a different consultant or CPN. Your Community Mental Health Team will be aware of your interest in Rowan Court as they are an important part of the referral process.



What happens when I am unable to live independently?



Occasionally the care and housing related support needs of tenants can increase to the point where the staff at the scheme are no longer able to provide the care needed. If this happens your housing and support options will need to be reviewed in partnership with you, your family and other involved agencies such as Hampshire County Council Adult Services and the Community Mental Health Team.



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Please note – Rowan Court is **not** a residential or nursing home. Fernhill Care is a registered domiciliary care provider and can only provide care under their registration with CSCI that meets this description.



Can I view Rowan Court before deciding to register on the waiting list?



If you wish to visit Rowan Court to see if it is the type of housing you are looking for, please contact the scheme first to make sure it is convenient to visit and that a member of staff will be available to show you around. It may not be possible to view flats within the scheme, as these will be occupied. However, you will be able to view the communal areas and the garden and ask questions regarding the level of support and care provided.



The address and telephone number of Rowan Court is



Rowan Court,
Oakmount Road,
Chandlers Ford,
Eastleigh,
Hants
SO53 2RR



Telephone – 023 8026 7658



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